



Committee and date

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RISK MANAGEMENT ANNUAL REPORT TO AUDIT COMMITTEE 2009/10

Responsible Officer Angela Beechey

Email: angela.beechey @shropshire.gov.uk Telephone: 01743 252073

Summary

This report sets out some of the initiatives undertaken and challenges managed, by Risk Management and Insurance during 2009/10. The year has seen an intense and varied workload, and the team have continued to ensure consistency and development of the service provided.

Recommendation

Members are asked to note this report

Report

The Risk Management and Insurance Team have made significant progress in 2009/10 to further embed risk management within the day to day processes of the Council. Furthermore, the active steps taken to reduce claims made to the Council have established the Council as one which defends itself robustly, thus potentially leading to lower insurance costs in the future.

Background

Some of the achievements this year include:

1. **Transition and Transformation**
 - Successful management of risk through the transition process to a Unitary Council;
 - Development of risk management procedures for the Transformation Programme presently under development.

2. **Strategic Risks**

- Delivery of a Strategic Risk Workshop to identify the strategic risks for Shropshire Council, taking into consideration legacy risks from the County, District and Borough Councils;
- The development of a comprehensive Strategic Risk Register containing 26 strategic risks (**Appendix A**);
- Identification of Strategic Risk Owners;
- Completion of risk profiles and action plans for all strategic risks.

3. **Operational Risks**

- Delivery of Directorate specific risk management workshops to address all existing risks from former County, Borough and Districts and identify and control new and emerging risks for Shropshire Council;
- Development of new Operational Risk Control Frameworks incorporating new services areas following transition to Shropshire Council.

4. **Business Continuity**

- Review, development and update of the Shropshire Council Business Continuity Plan;
- Development of Headquarter Business Continuity Plans;
- Business Continuity Training to all new staff involved in the Shropshire Council Business Continuity Plan.

5. **Training**

- Roll out of Risk Management General Awareness monthly training programme;
- Keep your School in Business, Business in Business Fire Risk Assessment Training for all Shropshire Council premises managers including schools (a total of 415 delegates attended the training);
- Risk Management and Insurance Training for Schools to provide support and guidance and to ensure that they met the DCSF's recommendations for best practice in financial management (77% of schools have now attended this training);
- PFI Extra Care and Social Care Housing Risk Management Workshop to identify the associated risks and to put in place management controls and assign ownership.

6. **Publications**

- Development of the Shropshire Council Risk Management Strategy, which is now required reading for Institute of Risk Management students;
- Schools Risk Management and Insurance Handbook to provide guidance and support to schools for all risk management and insurance related issues.

7. **Initiatives**

- Implementation and population of Morgan Kai (MKInsight) Risk Management software with all Shropshire Council risks. This is a live system which provides accurate up to date data and reporting on the management of the Council's risks;

- Provision of part funding for a CCTV system for an identified high risk school. The school have quoted “since the installation of CCTV we have not experienced any level of external vandalism”;
- The Fire Service provided Keep Your School in Business guidance folders to all Shropshire Council Schools. To ensure a consistent approach was undertaken, Risk Management have provided Keep Your Business in Business guidance folders to all Shropshire Council premise managers;
- Following issues raised during evacuations, Emergency Procedure Cards for Shirehall based staff were developed and distributed. This provides details of evacuation points and procedures to follow during and after an evacuation. It also provides media contact details in the event of an extended closure;
- Following concerns raised with regard to undertaking driving on behalf of the Council whilst under the influence of drugs or alcohol. Risk Management funded the Alcometer to support the Drug and Alcohol Pilot Scheme and for the training of users;
- The Council took legal advice and was advised that anyone driving a minibus must have a Category D1 on their drivers licence. We identified that this would be an issue for schools so we offered to fund the initial training for school staff driving minibuses where they did not have this category on their drivers licence.

8. **Challenges**

- Swine Flu. We led the response to the incident, provided Council representation on the multi agency Silver group, led on the prioritisation of critical staff to receive the immunisation and assisted with the Memorandum of Understanding in the provision of Council staff to assist the PCT at the antiviral collection points.
- Kingpin Fire, Wem. This required Silver representation at the on and off site Silver meetings this was undertaken by the team manager, to coordinate the Council’s response. We were also involved in coordinating the provision of welfare assets for the responders on the scene and dealt with issues such as pollution and the potential for a town centre evacuation. We were instrumental in leading the Council through the recovery phase, keeping the public informed, ensuring issues and problems in the response were identified and resolution implemented.
- Town Centre Explosion. The explosion which occurred on the main access road to Shrewsbury Town Centre caused extensive devastation including casualties and major disruption. We were involved as the Silver representative and coordinated the Council’s response including the implementation of the Council’s Business Continuity Plan to temporarily relocate Children and Young People’s Services.

9. **What’s next?**

- Emergency response roles workshops for Directorates to raise awareness of staff’s roles and responsibilities within key emergency response plans;
- National Performance Indicator (NI 188) risk management workshop to manage the risks associated with climate change and meet the obligations of the Council to respond;
- Community Strategy Workshop.

Summary

10. The Risk Management Team have worked hard this year to continue to ensure that risk management is embedded throughout the whole of the Council.
11. Regular General Awareness Training has further supported people to gain an insight into the theory and practice of risk management. The distribution of key documents and guidelines throughout the year, helping to consolidate knowledge and ensure risk management is truly embedded by becoming an every day occurrence, not something which is reviewed on an annual or quarterly basis.
12. Introducing the new risk management software will allow people to update their own risks 'live' on the system which will give them true ownership of their risks and provide more timely management information.
13. A key area of development for both risk management and insurance over the next year is our working relationship with schools. We will continue to ensure risk management becomes embedded within the schools and the continuation of training opportunities for schools will be further developed.
14. With the ever increasing demand on partnership working, we have to ensure that risk management plays a key part in partnerships from the very outset and is not an after thought when things start to go wrong. To this end we will continue to assess our partnership arrangements for risk issues and business continuity. We will also continue to provide risk management workshops for major projects such as PFI and the Community Strategy.
15. We will also continue our collaborative working with Emergency Planning on the Council's response to an emergency, both for the people of Shropshire and for the Council itself.

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)

None

Human Rights Act Appraisal

The recommendations contained in this report are compatible with the provisions of the Human Rights Act 1998.

Environmental Appraisal

N/A

Risk Management Appraisal

Risk management is part of the overall internal control arrangements to ensure the Council recognises both its strategic and operational risks.

Community / Consultations Appraisal

N/A

Cabinet Member

Keith Barrow, Leader of the Council and Brian Williams, Chairman of Audit Committee

Local Member

N/A

Appendices

Appendix A – Strategic Risk Register